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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Steven Knowles et al.

Art Unit : 3753

Serial No. : 10/643,091

Examiner : Michalsky

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Title : SERVICE SYSTEM AND METHOD

U.S. Patent and Trademark Office

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AMENDMENT IN REPLY TO ACTION OF AUGUST 27, 2004

Please amend the above-identified application as follows: